

Public Safety Communications Monthly Activity 2020		June
Telephone		Totals
	Total 9-1-1 Line Calls	12,525
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:44
	Total Call Duration Month	0:01:55
	% answered in 7 seconds or less	85.57%
	Number of Abandoned Calls	1371
	% of Abandoned Calls	10.95%
	Total Seven Digit Line Calls	14,014
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:21
	Total Call Duration Month	0:01:36
	Total Outgoing Calls	4,835
	Average Duration Time Per Call	0:00:48
	Total Call Duration Month	0:00:53
Calls for Service		
	Total Dispatched EMS Calls for Service	2,692
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,609
	Average Priority 1 received to dispatch time	0:00:55
	Total Dispatched Law Enforcement Calls for Service	6,493
	*Average Priority 1 received to dispatch time	0:01:06
	Law Enforcement average is difficult to validate due to factors such as call stacking, nature of call versus call response. This time is an automated generated average from monthly reports and not a true indication of individual calls for service	
Addressing		
	New Residential & Edits Processed	183
	Average Days Processed Time	1.4
	Commercial & Subdivision Processed	45
	Average Days Processed Time	1.2
	New Road Names and Road Renames	27
	Average Days Processed Time	5

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Radio System		
	Total EMS Radio Hours	96.1
	Transmitted	49.5
	Received	46.6
	Total Fire Radio Hours	36.3
	Transmitted	14.1
	Received	22.2
	Total Law Enforcement Radio Hours	203
	Transmitted	84.7
	Received	118.3
	Total Radio System Push to Talks	613,595
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.3
	Night Shift	6.2
Training		
	Total of training hours department wide	217
	Total of training hours telecommunications	186
	Average training hours per communicator	5.81
Public Outreach		
	Public Outreach Education	0